

Amendment to Claims.

1. (Twice Amended) A method for providing transactional service information to a service provider having at least one manager, ~~at least one employee and at least one service evaluator~~, the method comprising the steps of:

a. the service provider providing to an automated evaluation processor a unique transaction record, the evaluation processor for receiving evaluation data from ~~a plurality of the service provider[s] and at least one service evaluator~~;

b. the at least one service evaluator directly contacting the evaluation processor for providing to the evaluation processor evaluation data, the evaluation data containing a unique transaction identifier of the service provider;

c. the evaluation processor correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file; and wherein the ~~service provider~~at least one manager retrieves the correlated transaction file from the ~~service evaluator~~evaluation processor.

2. (Currently Amended) The method of claim 1 wherein the step of the at least one service evaluator providing evaluation data and the step of the ~~service provider~~at least one manager retrieving the correlated transaction file is interactive.

3. (Previously Amended) The method of claim 1 wherein the unique transaction record includes a unique service evaluator identifier of the at least one service evaluator.

4. Cancelled.

5. (Previously Amended) The method of claim 1 wherein the evaluation data includes the unique service evaluator identifier of the at least one service evaluator.

6. (Twice Amended) The method of claim 1 wherein the service provider has at least one employee and the unique transaction record includes a unique identifier of the at least one employee.

7. (Twice Amended) The method of claim 1 wherein the correlated transaction file ~~the~~ includes manager-selected service provider information.

8. (Previously Amended) The method of claim 6 wherein the correlated transaction file

includes an assessment of the performance of the at least one employee.

9. (Previously Amended) The method of claim 1 wherein the correlated transaction file is automatically transmitted to the service provider manager.

10. (Previously Amended) The method of claim 6 wherein the unique transaction record includes performance data of the at least one employee.

11. (Currently Amended) The method of claim 6 wherein the ~~service provider at least one~~ manager directly accesses the correlated transaction file from the evaluation processor.

12. (Previously Amended) The method of claim 1 wherein the step of the service provider providing to the evaluation processor the unique transaction record includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the evaluation processor.

13. (Previously Amended) The method of claim 1 wherein the providing of evaluation data by the at least one service evaluator is by means of an inquiry/response system.

14. (Previously Amended) The method of claim 13 wherein the inquiry/response system is automated.

15. (Original) The method of claim 14 wherein the automated inquiry response system is accessed by a telephone.

16. (Original) The method of claim 14 wherein the automated inquiry system is accessed by means of the Internet.

17. (Currently Amended) A method for providing transactional service information to a service provider having at least one manager, ~~at least one employee and at least one service evaluator~~, the method comprising the steps of:

a. the service provider providing to an automated evaluation processor a unique transaction record, the unique transaction record including a unique service evaluator identifier, the evaluation processor for receiving evaluation data from ~~a plurality of the~~ service provider[s] and at least one service evaluator;

b. the at least one service evaluator directly contacting the evaluation processor for providing to the evaluation processor evaluation data, the evaluation data containing the

unique service evaluator identifier and a unique transaction identifier of the service provider;

c. the evaluation processor correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file; and

d. the ~~service provider~~ at least one manager retrieving the correlated transaction file from the evaluation processor thereby enabling the at least one manager to evaluate the service provided by the service provider to the at least one service evaluator.

18. (Currently Amended) The method of claim 17 wherein the step of the at least one service evaluator correlating evaluation data with the unique transaction record and the step of the ~~service provider~~ at least one manager accessing the maintained correlated transaction file is performed interactively.

19. Cancelled.

20. (Currently Amended) The method of claim 17 wherein the service provider has at least one employee and the unique transaction record includes a unique identifier of the at least one employee.

21. (Previously Amended) The method of claim 17 wherein the correlated transaction file includes selected service provider information.

22. (Currently Amended) The method of claim 17 wherein the step of the evaluation processor maintaining the correlated transaction file for the ~~service provider~~ at least one manager includes the step of the service provider manager directly accessing the correlated transaction file.

23 (Previously Amended) The method of claim 20 wherein the correlated transaction file includes an assessment of the performance of the at least one employee with the service evaluator.

24. (Previously Amended) The method of claim 20 wherein the unique transaction record includes evaluation data of the at least one employee.

25. (Previously Amended) The method of claim 24 wherein the correlated transaction file includes an assessment of the performance of the at least one employee with the service evaluator.

26. (Previously Amended) The method of claim 17 wherein the step of the service provider providing to the evaluation processor the unique transaction record includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the evaluation processor.

27. (Previously Amended) The method of claim 17 wherein the providing of evaluation data by the at least one service evaluator is by means of an inquiry/response system.

28. (Original) The method of claim 27 wherein the inquiry/response system is automated.

29. (Original) The method of claim 28 wherein the automated inquiry response system is accessed by a telephone.

30. (Original) The method of claim 28 wherein the automated inquiry system is accessed by means of the Internet.

31. (Currently amended) A method for providing transactional service information to a service provider having at least one manager, ~~at least one employee and at least one service evaluator~~, the method comprising the steps of:

a. the service provider providing to an automated evaluation processor a unique transaction record, the unique transaction record including unique identifiers of ~~the~~ at least one service evaluator, ~~the~~ at least one employee of the service provider, and the service provider, the evaluation processor for obtaining evaluation data from the service provider and the at least one service evaluator, ~~the evaluation process for receiving evaluation data from a plurality of service providers~~;

b. the at least one service evaluator directly contacting the evaluation processor for providing to the evaluation processor evaluation data, the evaluation data containing the unique identifier of the at least one service evaluator identifier and ~~[[a]] the unique transaction identifier of the service provider~~;

c. the evaluation processor correlating information from the unique transaction record and the evaluation data to produce a correlated transaction file; and

d. the ~~the~~ service provider manager retrievinges the correlated transaction file from the evaluation processor, thereby enabling the manager to assess the performance of the at least one employee with the service evaluator.

32. (Currently Amended) The method of claim 31 wherein the step of the evaluation processor ~~obtaining~~receiving evaluation data from the at least one service evaluator and the step of the evaluation processor maintaining the correlated transaction file for the service provider manager is performed interactively.

33. (Previously Amended) The method of claim 31 wherein the unique transactional record includes selected service provider information.

34. (Previously Amended) The method of claim 31 wherein the step of the service provider providing a unique transaction record to the evaluation processor includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the service evaluator.

35. (Previously Amended) The method of claim 31 wherein the step of the at least one service evaluator providing evaluation data to the evaluation processor is by means of an inquiry/response system.

36. (Original) The method of claim 35 wherein the inquiry/response system is automated.

37. (Original) The method of claim 36 wherein the automated inquiry response system is accessed by a telephone.

38. (Original) The method of claim 36 wherein the automated inquiry system is accessed by means of the Internet.